Devon in Sight Getting Out and About Fact Sheet 10

Devon Access Wallet

Introduction

The Devon Access Wallet Scheme is an initiative run by Devon County Council, First Great Western and Stagecoach, to help make journeys by bus or train easier for anyone with communication difficulties, people with disabilities, deaf people and those whose first language is not English. Call Devon in Sight on the helpline **01392 876 666** to get a Visually Impaired version of the Devon Access Wallet.

What is an access wallet?

- An access wallet will help you use the bus or train on your own.
- The wallet will let people know that you may need help on your journey.
- It can make your journey easier.
- You can use your wallet on any bus in Devon.
- You can also use your wallet on any First Great Western train.
- You can use your wallet at any time of the day.
- Anyone can have a wallet.

Your wallet does not give you free or discounted travel on the bus or train.

The wallet has plastic pockets where you can put words and pictures to show where you want to travel to. We have created cards which you may find useful.

- Single or return fare please.
- Please let me know when I get to my stop.
- Which platform do I catch my train from?
- Could you tell me where the nearest toilet is please?
- Please call this person in an emergency.

If you have a weekly or monthly bus ticket or a National Bus Pass, you can put this into your wallet as well.

If you have a Disabled Persons Railcard you can put this into your wallet to make sure you pay the right fare.

Using the Bus

When you see the bus coming try to show your wallet to the driver.

When you get on the bus show the driver the word or picture of the place you want to travel to.

If you want to go to Exeter City Centre, you should put the words Exeter City Centre.

You can also show them any other information you want them to know.

Using the Train

When you are using the train, find out what time it is due so that you don't have to wait around too long at the station.

Always wait on a well lit platform where there are other people around and stand well back from the edge.

If you are in a wheelchair or need help getting around, you can call the train company for advice before you travel.

They can tell you about the stations and trains you want to use.

They can also arrange for someone to meet you at your station, to help you to your train and see you safely on board.

They can also help you when you arrive at your station stop or if you need to change trains on your journey.

Before you travel it is important to find out the right name of the stations you are travelling to.

Some places have more than one station stop.

If you wanted to go to Bristol City Centre your station stop would be Bristol Temple Meads.

When you get to the train station you must go to the ticket office to buy your ticket before you get on your train.

Show your access wallet to the person behind the counter.

This will let them know that you may need extra help with buying your ticket.

You must make sure that you have all the correct information in your access wallet to buy your ticket. This is the information you will need to buy your ticket.

Information you will need to Purchase your Ticket

- Where you want to go.
- If you want to go one way or return.
- When you want to come back.
- What time you want to travel.
- How you want to pay

When you have brought your ticket put it into your purse or wallet to keep it safe.

If the ticket office is closed or there is no ticket office at the station you can buy your ticket on the train.

You can arrange help, buy a ticket and reserve a seat on any **First Great Western** train by calling:

Tel: 0800 197 1329.

Text phone: 1800 108 001 971 329

Please call at least 24 hours before you want to travel.

You can also go online at: www.firstgreatwestern.co.uk

Planning Your Journey

Before you go out you should think about what you need to do to help you have a safe and easy journey.

You may want to make a list of things to do before you travel.

Here are some things you should think about:

- Where am I going?
- How will I get there and back?
- How much money will I need?
- What will I need to take with me?

Before you go out always remember to tell someone:

- Where you are going.
- How are you going to get there and back.
- Who you are going with.

What to do if you lose your wallet

Please write to:

Devon County Council
Transport Co-ordination Services
Matford Lane Offices
County Hall
Exeter
EX4 7EH

Email: accesswallet@devon.gov.uk
Tel: 01392 383 509

For more information

If you need help to find out which bus to catch and what times they run you can telephone travel line on **0871 200 2233**. These calls cost 10p every minute from your home phone if you use your mobile phone you will have to pay more.

You can also use the internet:

www.travelline.org.uk

If you want more information on using public transport in Devon you can look at this website:

www.journeydevon.info

If you need help on train times and train fairs you can telephone National Rail enquiries on: 0845 7484 950

Text Phone: 08456 050 600

Website: www.nationalrail.co.uk

For information about transport and help about travelling using the train and other transport you can look at the Door to Door website at:

www.dptac.gov.uk/door-to-door

What to do next?

For more information about the Devon Access Wallet call our Helpline on 01392 876 666

Further Support Available from Devon in Sight

Devon in Sight offers a range of holistic services for anyone affected by sight loss, who either live in or work across Devon. We can provide support to people who are blind or partially sighted, their families, friends and carers.

Our Sight Loss Services focus on four key areas, **Information, Advice and Guidance (IAG)**, **Independent Living**, **Health and Wellbeing**, and **Influencing Change** (Making the world a better place for people with sight loss).

Information Disclaimer

Devon in Sight is committed to producing Information, Advice & Guidance Resources that are clear, accurate, evidence-based, up-to-date and easy to use. We have a robust information production process based on best practice to ensure that information we produce meets the needs of people who are blind or partially sighted and their family and friends.

Devon in Sight is not a medical organisation; therefore we can only provide general information that is not intended to be a substitute for a proper medical assessment. Our information is not intended to be used for individual cases. If you have a specific question about your eye condition, we recommend that you consult an eye care professional.

Devon in Sight will not accept liability for any loss or damage or inconvenience arising as a consequence of any use of or the inability to use any information resources that it provides. People who use our Information Resources and rely on any information do so at their own risk. Devon in Sight does not represent or warrant that its Information Resources are accurate, complete or up to date.

Our Information, Advice & Guidance Resources were correct at the time of writing. However, due to research and medical advances, the content may not be completely up to date.

Devon in Sight Contact Information

Devon in Sight
Your local sight loss charity

Helpline 01392 876 666
www.devoninsight.org.uk
enquiries@devoninsight.org.uk

Devon in Sight is a Registered Charity No 1140978

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